

AUGUST 2009

August is...

Cataract **Awareness** Month

National Immunization Awareness Month

> **Psoriasis** Awareness Month



Spinal Muscular Atrophy **Awareness** Month

World Breastfeeding Week

National Minority Donor **Awareness Day**

National Health Center Week

VORKING WELLNESS

At home and at work, good health starts with you.

NEW MEDICAL INSURANCE ID CARDS

New Medical Insurance ID Cards have been mailed to all participants from Wells Fargo TPA.

Please discard your old card and replace it with this new card.

To your right is a sample of your new Medical Insurance ID Card. The card contains additional website links and updated provider network information.

The new Medical Insurance ID Cards were mailed out to all participants on July 29, 2009. Please allow two weeks mailing time.

If you have not received your new card by August 17, 2009, please contact our office at (305) 292-4446.

FRONT OF CARD





BACK OF CARD

NETWORK LITILIZATION

Monroe County utilizes the following

- Keys Physician-Hospital Alliance (KPHA) (Monroe County)
 1 (800) 400-0964 OR (305) 294-4599
- Dimension Plus (Dade, Broward & Palm Beach Counties) 1 (900) 557-6794
- · MultiPlan and PHCS Healthy Directions. (Nationwide)

*NOTE: Non-emergency utilization of an Out of Network Provider will result in a 30% penalty on all associated claims

_____ PRE-CERTIFICATION

Pre-certification MUST be obtained PRIOR to the service or admission through the Keys Physician - Hospital Alliance WPHAI for diagnostic testing, surgery, DME (durative medical equipment), overnight stays and/or admissions including maternity. A 5 files day notice is recommended and preferred.

*NOTE: EMERGENCY surgery or admission MUST be certified within 2 working days of the

Keys Physician-Hospital Alliance (KPHA) 1 (800) 400-0984 OR (305) 294-4599

SMI uncertain? Call the KPHA for questions about pre-certification requirements. They will assist. Remember, pre-certification is the responsibility of the participant or the designer

*NOTE: Failure to properly pre-certify through the KPHA will result in a 30% penalty on all associated claims.

Delta Dental Web Site Redesigned

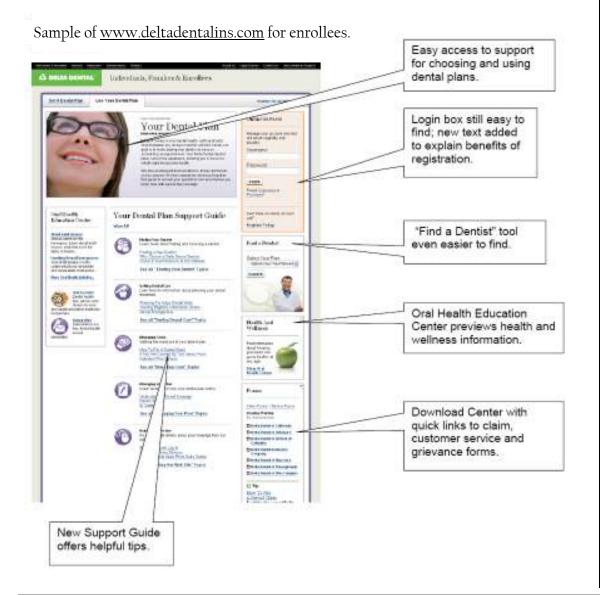
On May 21, 2009, Delta Dental launched a redesigned version of their website, www.deltadentalins.com. The new design makes popular features easier to find and makes it easy to see their range of product and service offerings. Delta Dental also under took this project to simplify site navigation.

What is different:

- The look and feel of the website.
- New home page for enrollees.
- Important information should be easier to find and use (for example, the "Find A Dentist" tool and customer service forms.

What is the same:

- Anything behind login. This redesign only affects publicly accessible information.
- The login box and the links to the provider directory are still on the home page.
- All other web based tools remain the same.



COMP CORNER

Providing you with continuous general information on your Workers' Compensation benefits.

Florida Statute 440.09(5)

Use of Proper Safety Equipment: If injury is caused by the knowing refusal of the employee to use a safety appliance or observe a safety rule required by statute or lawfully adopted by the department, and brought prior to the accident to the employee's knowledge, or if an injury is caused by the knowing refusal of the employee to use a safety appliance provided by the employer, the compensation as provided in this chapter shall be reduced by 25 percent.



Injured workers are also encouraged to visit the Division of Workers' Compensation website at www.fldfs.com/wc where you will find extensive information such as publications, a number of databases, rules, and forms that will give you a better understanding of workers' compensation.